

**ADCORP HOLDINGS LIMITED**

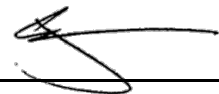
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**INFORMATION MANUAL**

**PREPARED IN TERMS OF THE REQUIREMENTS OF:**

**SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT, NO 2 OF 2000 (“PAIA”) AND UPDATED IN THE LIGHT OF THE  
PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013  
 (“POPIA”)**



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**Cheryl-Jane Kujenga**  
Interim Chief Executive Officer  
Adcorp Holdings Limited

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## **PURPOSE**

This manual is compiled as a statutory requirement in compliance with the provisions of PAIA, which gives effect to the constitutional right of access to any information held by the Government, and any information held by private bodies that is required for the exercise and protection of any rights.

Where a request is made in terms of PAIA, the body to which the request is made is obliged to give access to the requested information, except where the Act expressly provides that the information may or must not be released.

POPIA was enacted in November 2013, to promote the protection of personal information processed by public and private bodies. POPIA amended certain provisions of PAIA, balancing the need for access to information against the need to ensure the protection of personal information.

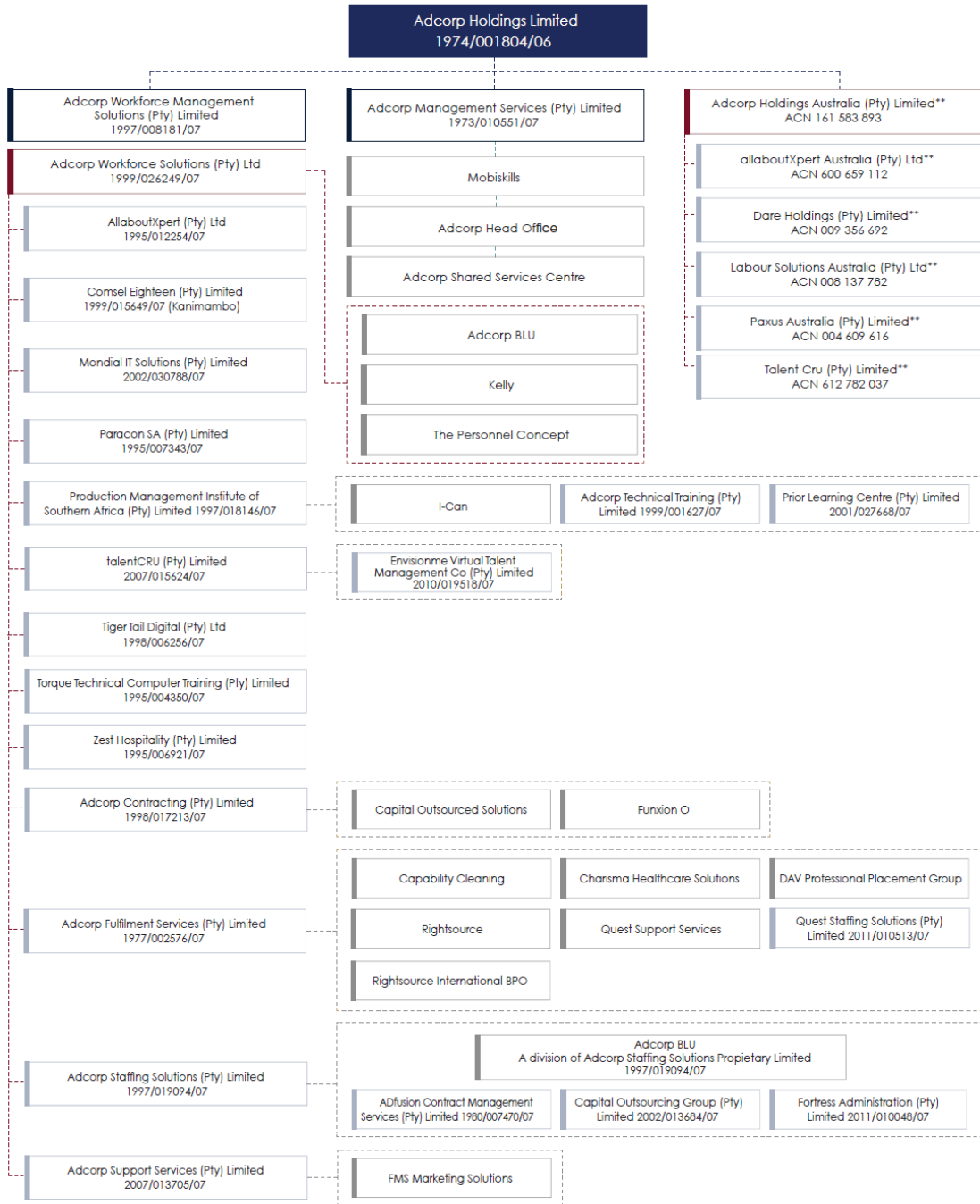
## **GROUP STRUCTURE**

Adcorp Holdings Limited's strategy is underpinned by our aspiration to build workplaces and careers for the future specialising in human capital and talent management. We connect job seekers and employers through our various workplace solutions.

Our subsidiaries and associates carry on business in the permanent and flexible staffing sectors as well as the education, training and business process outsourcing sectors of the service industry in South Africa and to a lesser extent, internationally.

The companies owned by Adcorp Holdings Limited, and their divisions, are listed hereunder.

# Group Structure



**LEGEND**

Unless otherwise indicated all entities are registered in South Africa

\*\* Registered in Australia

■ Intermediate holding company

■ Subsidiary of a subsidiary

■ Subsidiary

■ Division

January 2020

## PROCESSING DETAILS IN TERMS OF POPIA

In terms of POPIA, data must be processed for a specified purpose. The purpose for which data are processed by Adcorp will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data are collected.

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### 1. Categories of Data Subjects

Adcorp holds information and records on various categories of data subjects. The list includes, but is not limited to:

- Employees / personnel of Adcorp;
- Adcorp Clients;
- Any third party with whom Adcorp conducts its business services;
- Adcorp Contractors and Candidates;
- Officials trained by Adcorp;
- Suppliers of Adcorp;
- Service providers of Adcorp.

## PARTICULARS IN TERMS OF SECTION 51, PAIA

### 1. Contact Details [Section 51(1)(a)]

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#### 1.1 *Information Officer*

The responsibility for administration of, and compliance with, PAIA and POPIA have been delegated to the Information Officer. Requests pursuant to the provisions of PAIA and/or POPIA should be directed to the Information Officer as follows:

Information Officer: Leana Marais  
Street Address: Adcorp Place  
102 Western Service Road  
Gallo Manor Ext 6, 2191  
Postal Address: PO Box 70635  
Bryanston  
2021  
Telephone: +27 10 800 0000  
Email Address: [compliance@adcorpgroup.com](mailto:compliance@adcorpgroup.com)  
Website: [www.adcorp.co.za](http://www.adcorp.co.za)

## 2. Information Regulator’s Guide [Section 51 (1)(b)]

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This guide is available from the South African Human Rights Commission. Please direct any queries to:

**The South African Human Rights Commission: PAIA Unit**

The Research and Documentation Department

Postal address:           Private Bag 2700  
  Houghton  
  2041

Telephone:                +27 11 484-8300

Fax:                         +27 11 484-1360

Website:                 [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail:                     [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

## 3. Records available in terms of other legislation [Section 51(1)(d)]

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No	ACT
1	Basic Conditions Of Employment Act, 1997 (Act No. 75 Of 1997)
2	Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 Of 2003)
3	Companies Act 2008 (Act No. 71 Of 2008)
4	Electronic Communications And Transactions Act, 2002 (Act No. 25 Of 2002)
5	Employment Equity Act, 1998 (Act No. 55 Of 1998)
6	Income Tax Act, 1962 (Act No. 58 Of 1962)
7	King Code Of Governance For South Africa, 2009 (King IV)
8	Labour Relations Act, 1995 (Act No. 66 Of 1995)
9	Regulation Of Interception Of Communications And Provision Of Communication-Related Information Act, 2002 (Act No. 70 Of 2002)
10	Skills Development Act, 1998 (Act No. 97 Of 1988)
11	Skills Development Levies Act, 1999 (Act No. 9 Of 1999)
12	Value Added Tax Act, 1991 (Act No. 89 Of 1991)
13	International Financial Reporting Standards
14	Compensation For Occupational Injuries And Diseases Act, 1993 (Act No. 130 Of 1993)
15	Competition Act 1998 (Act No. 89 Of 1998)

No	ACT
16	Copyright Act 98 Of 1978
17	Currency And Exchange Act, 1933 (Act No 9 Of 1933)
18	Financial Advisory & Intermediary Services Act, 2002 (Act No 37 Of 2002)
19	General And Further Education And Training Quality Assurance Act, 2001 (Act No. 58 Of 2001)
20	Protected Disclosure Act, 2000 (Act No. 26 Of 2000)
21	Promotion Of Access To Information Act, 2000 (Act No. 2 Of 2000)
22	Occupational Health And Safety Act, 1993
23	Immigration Act, 2002 (Act No. 13 Of 2002)
24	National Credit Act, 2005 (Act No. 34 Of 2005)
25	Unemployment Insurance Act, 2001 (Act No. 63 Of 2001)
26	Unemployment Insurance Contributions Act, 2002 (Act No. 4 Of 2002)
27	Prevention And Combating Of Corrupt Activities Act, 2004 (Act No. 12 Of 2004)
28	Prevention Of Organised Crime Act 121 Of 1998 (Poca)
29	Promotion Of Equality & Prevention Of Unfair Discrimination Act, 2000 (Act No. 4 Of 2000)
30	National Water Act, 1998 (Act No. 36 Of 1998)
31	National Road Traffic Act, 1996 (Act No 93 Of 1996)
32	Arbitration Act, 42 Of 1965
33	Constitution Of The Republic Of South Africa Act 108 Of 1996
34	Consumer Protection Act 68 Of 2008 (Cpa)
35	Protection of Personal Information Act 4 of 2013 (POPIA)

#### 4. Access to records held by Adcorp Holdings Limited [Section 51(1)(c) & (e)]

##### 1.1 Automatic disclosures, i.e. information that is freely available [Section 51(1)(c)]

- Adcorp Holdings Limited Integrated Annual Report
- Trading Statements
- Website Information – [www.adcorp.co.za](http://www.adcorp.co.za)

##### 1.2 Information that may be requested [Section 51(1)(e)]

Please note that recording a category or subject matter in this manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

1. HUMAN RESOURCES
  - Policies on staff recruitment and other staff related policies
  - Employment contracts
  - Details of employees and benefits
2. PROCUREMENT
  - Procurement policies
3. COMPANY SECRETARIAL
  - Company Registrations
  - Company Documentation relating to Directors' appointments
  - Statutory Documentation
  - Company Register
  - Minutes and resolutions
4. FINANCIAL
  - Financial Statements
  - Tax Records
5. GOVERNANCE, RISK AND COMPLIANCE
  - B-BBEE Certificates

### 1.3 *The request procedures*

- A requester must use the prescribed form to make the request for access to information. The request must be made to the Information Officer. This request must be made to the address or electronic mail address as per Section 53(1) (a).
- The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2) (d)].
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2) (f)].

### 1.4 *Fees*

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:



- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3) (b)].
- After the Information Officer has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

## 5. Other information as may be prescribed [Section 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 6. Availability of the manual [Section 51(3)]

This manual is available for inspection at Adcorp Place, 102 Western Service Road, and copies are available on our website ([www.adcorp.co.za](http://www.adcorp.co.za)) or alternative copies are available at the SAHRC. In respect of hard copies, any transmission costs/postage will be for the account of the requester.

## 7. Fees in respect of private bodies

1.1 The fee for a copy of the manual as contemplated in regulation 9(2) (c) is R1.10 for every photocopy of an A4-size page or part thereof.

1.2 The fees for reproduction referred to in regulation 11(1) are *follows*:

	<u>R</u>
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on a flash drive	70,00
(d) <ul style="list-style-type: none"> <li>▪ For a transcription of visual images for an A4 size page or part thereof</li> <li>▪ For a copy of visual images</li> </ul>	40,00 60,00

- |      |   |  |
|------|---|--|
| (e)  | <ul style="list-style-type: none"> <li>▪ For a transcription of an audio record for an A4 size page or part thereof</li> <li>▪ For a copy of an audio record</li> </ul> | <p>20,00</p> <p>30,00</p>  |
| 1.3  | The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.   |  |
| 1.4  | The access fees payable by a requester referred to in regulation 11(3) are as follows:  |  |
|      |   | <b>R</b>   |
| 1(a) | For every photocopy of an A4-size page or part thereof  | 1,10   |
| 1(b) | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form  | 0,75   |
| 1(c) | For a copy in a computer-readable form on a flash drive   | 70,00  |
| 1(d) | <ul style="list-style-type: none"> <li>▪ For a transcription of visual images for an A4 size page or part thereof</li> <li>▪ For a copy of visual images</li> </ul>     | <p>40,00</p> <p>60,00</p>  |
| 1(e) | <ul style="list-style-type: none"> <li>▪ For a transcription of an audio record for an A4 size page or part thereof</li> <li>▪ For a copy of an audio record</li> </ul> | <p>20,00</p> <p>30,00</p>  |
| 1(f) | To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.                       |  |
| 2.   | For purposes of section 54(2) of the Act, the following applies:  |  |
|      | (a)   | Six hours as the hours to be exceeded before a deposit is payable; and |
|      | (b)   | One third of the access fee is payable as a deposit by the requester.  |
| 3.   | The actual postage is payable when a copy of a record must be posted to a requester.  |  |

## ANNEXURE A – PRESCRIBED FORMS

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**  
(Section 53(1) of the Promotion of Access to Information Act, 2000  
(Act No. 2 of 2000))

[Regulation 10]

**A. Particulars of private body**

Information Officer: Leana Marais  
Street Address: Adcorp Place  
102 Western Service Road  
Gallo Manor Ext 6, 2191  
Telephone: +27 10 800 0000  
Email Address: [compliance@adcorpgroup.com](mailto:compliance@adcorpgroup.com)

**B. Particulars of person requesting access to the record**

- a) *The particulars of the person who requests access to the record must be given below.*  
b) *The address and/or email address in the Republic to which the information is to be sent must be given.*  
c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full name and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Mobile number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Capacity in which request is made, when made on behalf of another person:

\_\_\_\_\_

**C. Particulars of person on whose behalf request is made**

*This section must be completed ONLY if a request for information is made on behalf of another person.*

Full name and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

**D. Particulars of record**

- a) *Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.*
- b) *If the provided space is inadequate, please continue on a separate page and attach it to this form. **The requester must sign all the additional pages.***

1. Description of record or relevant part of the record: \_\_\_\_\_

\_\_\_\_\_

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_

**E. Fees**

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.*
- (b) *You will be notified of the amount required to be paid as the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: \_\_\_\_\_

**F. Form of access to record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.*

**Disability:** \_\_\_\_\_

**Form in which record is required:** \_\_\_\_\_

**NOTES:**

- (a) *Compliance with your request in the specified form may depend on the form in which the record is available.*
- (b) *Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.*
- (c) *The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.*

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
	view the images		copy of the images*
			transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	printed copy of record*		printed copy of information derived from the record*
			copy in computer readable form* (flash drive)

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable.</b></p>	<p>YES</p>	<p>NO</p>
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**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue on a separate page and attach it to this form. **The requester must sign all the additional pages.***

1. Indicate which right is to be exercised or protected: \_\_\_\_\_
2. Explain why the record requested is required for the exercise or protection of the aforementioned right: \_\_\_\_\_  
\_\_\_\_\_

**H. Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to the record? \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF REQUESTER / PERSON  
ON WHO'S BEHALF REQUEST IS MADE